

## **Narrative of Proposed 9-1-1 System**

Currently SouthCom receives 9-1-1 calls from landline, wireless Phase I and II and VoIP devices for the Villages of Matteson, Richton Park and Olympia Fields, Illinois. SouthCom has been operational in our new facility, located at 21113 Dettmering Dr., Matteson, IL, since March 11, 2003. SouthCom currently holds a valid Order of Operation from the ICC and has a combined ETSB consisting of members of each participating community. Our current backup center is Park Forest, IL.

We are in the process of adding Park Forest 9-1-1 dispatch into the SouthCom operation. We have established a migratory process to bring them over and convert them to our operation, that process identifying MSAG validation of both the SBC database and the Computer Aided Dispatch database, provisioning of trunk lines, upgrading Positron 9-1-1 hardware, as well as radio, records, mobile computing, etc. It is our intention to add two dedicated wireless trunks for incoming 9-1-1 calls of a wireless nature and to segregate those lines from existing landline trunks.

We will be using our established communications training officer (CTO) program to integrate Park Forest personnel into SouthCom as well as training additional personnel that we will have to hire. Furthermore, all newly hired telecommunicators will be certified in LEADS/NCID, TDD, CPR and Powerphone EMD. We have targeted September 1, 2005 as our cutover date.

SouthCom has received written permission from Park Forest to access the SBC 9-1-1 database using 911Net and we are working cooperatively to update and verify all MSAG records and/or errors contained therein.

On May 9, 2005, Park Forest's Board of Trustees passed an ordinance and corporate resolution disbanding the Park Forest ETSB to be combined with the SouthCom ETSB, effective upon the official SouthCom cutover date and in anticipation of receiving approval to operate from the ICC. Additionally, the SouthCom ETSB has revised our bylaws and intergovernmental agreements to incorporate Park Forest into SouthCom. As with all our member agencies, Park Forest will have two seats on the SouthCom ETSB, of which Ronald Bon

Additionally, as portion of the Park Forest expansion, we are finalizing GPS, center line mapping for Park Forest and we will be moving the Phase I wireless 9-1-1 currently in Park Forest to full Phase 2 compliance for all wireless carriers. Our target date for the Park Forest Phase 2 completion for all seven wireless carriers is October 15, 2005.

It is our intention to establish the new Homewood, Glenwood, Hazel Crest & Flossmoor combined 9-1-1 center known as "E-Comm 9-1-1 center" as our backup 9-1-1 center to handle overflow of 9-1-1 calls or equipment failure. E-Comm is targeting a September 1, 2005 cutover date for their new center. However, since both dates are tentative, SouthCom will maintain the Positron 9-1-1 equipment at Park Forest, which will still be manned 24 hours a day by trained personnel, and will let Park Forest function as our backup PSAP, until such time as E-Comm becomes fully operational. We are in the process of establishing an official intergovernmental agreement between SouthCom and E-Comm for this purpose.